



Security Attendant

General Information

Classification Code:	MNTAST
Effective Date:	July 5, 2022
Pay Grade:	A12
FLSA Status:	Non-exempt

Position Summary

The Security Attendant monitors activities in City Hall, the library, and the Springfield Museum. Secures buildings and grounds. Assists in administering City policy relevant to the use of facilities and grounds. Reports accidents, property damage, and building equipment malfunctions. Monitors heating/cooling in the public meeting rooms and adjusts thermostats as necessary. Writes and maintains incident, accident, and observation reports and records. Other duties of a similar nature or level.

Classification Characteristics

Maintenance Assistants focus on the manner and speed of performing the elements of an operation. This position has a choice, within limits set by the prescribed operation, as to how the elements are performed, but not as to what elements constitute the operation.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

1	Explains and enforces rules, procedures, exclusion policies, the Library's Code of Conduct, and local, state, and federal regulations while soliciting cooperation and compliance. Ensures that patrons leave the building at closing.
2	Interacts and develops positive relationships with people of different backgrounds, abilities, opinions, and perspective. Responds and communicates effectively and concisely to all inquiries and complaints while remaining calm in challenging situations or emergencies.
3	Acts as first point of contact, responds to, and investigates any unusual or suspicious activity, accidents, complaints, and disturbances that may violate the law and/or library rules and policies, including potential safety hazards and inappropriate patron behavior. May be required to intervene in situations as appropriate.
4	Locks and unlocks facilities as required. Assists with opening and closing procedures. Reports potential maintenance issues as observed. Inspects and monitors the security of doors, window, gates, grounds, and checks fire safety equipment.
5	Assists emergency responders in locating site(s) of emergency or disturbances.
6	Provides custodial services as necessary which may include setup and breakdown of public rooms and events, moving tables, chairs, using a backpack leaf blower, or floor cleaning machine.
7	Ensures safety of staff, patrons, and members of the public. Administers First Aid, CPR and AED.
8	Works meetings and activities outside normal business hours including evenings, weekends, and holidays.
9	Assist in evaluating and developing security protocols, policies, and procedures.
10	Performs other duties of a similar nature.

Functional Specific Responsibilities
N/A

Qualifications
Minimum Qualifications: <ul style="list-style-type: none"> High School Diploma or GED and 1-2 years of relevant experience or an equivalent combination of education and experience.
Licensing/Certifications: <ul style="list-style-type: none"> N/A
Technology Skills: <ul style="list-style-type: none"> Cloud-based data access and sharing software — Microsoft SharePoint Electronic mail software — Microsoft Outlook Security monitoring software — video security software. Office suite software — Corel WordPerfect Office Suite; Microsoft Office Word processing software — Microsoft Word
Knowledge Required: <ul style="list-style-type: none"> Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions. English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Skills: <ul style="list-style-type: none"> Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action. Speaking — Talking to others to convey information effectively. Coordination — Adjusting actions in relation to others' actions. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Reading Comprehension — Understanding written sentences and paragraphs in work-related documents. Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making. Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do. Writing — Communicating effectively in writing as appropriate for the needs of the audience.
Abilities: <ul style="list-style-type: none"> Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem. Far Vision — The ability to see details at a distance. Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences. Selective Attention — The ability to concentrate on a task over a period of time without being distracted. Oral Expression — The ability to communicate information and ideas in speaking so others will understand. Speech Clarity — The ability to speak clearly so others can understand you. Speech Recognition — The ability to identify and understand the speech of another person.

Qualifications	
•	Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
•	Flexibility of Closure — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
•	Near Vision — The ability to see details at close range (within a few feet of the observer).
•	Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
•	Perceptual Speed — The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.

Physical Requirements											
Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing			X			0-10 lbs.			X		
Sitting		X				11-20 lbs.				X	
Walking – Even Surface				X		21-50 lbs.		X			
Walking – Uneven Surface		X				51-75 lbs.		X			
Kneeling		X				76-100 lbs.	X				
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping		X				Indoors		X			
Twisting			X			Outdoors				X	
Crawling	X					Dust		X			
Squatting/Crouching		X				Fumes/Odors/Gasses		X			
Balancing		X				Chemical Agents		X			
Reach – Overhead			X			Biological Agents		X			
Reach – Forward			X			Noise – Low			X		
Reach – Backward			X			Noise – Moderate			X		
Climbing – stairs				X		Noise – High		X			
Climbing - ladder		X				Low Light		X			
USE OF HANDS						Heat				X	
Grasping – whole hand			X			Cold				X	
Grasping – pinch grip		X				Restricted workspace		X			
Fine manipulation/feeling			X			Vibration – whole body	X				
Keyboarding		X				Vibration - extremity	X				
LIFT/CARRY						JOB SPECIFIC					
0-10 lbs.				X		Driving – vehicle/equipment		X			
11-20 lbs.				X		Operate foot controls		X			
21-50 lbs.			X			Seeing				X	
51-75 lbs.		X				Talking			X		

Physical Requirements										
76-100 lbs.	X					Hearing				X
						Extended work hours			X	

Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)

2010.11 – Revisions by HR

2011.07 – Adopted

2022.07 – Reformatted and revisions by HR

I have reviewed the job description.

Employee: Name_____ **Signature** _____ **Date** _____